



*PROPRIETARY*

*INFORMATION*

# **Orbit Chat Bundle User Guide**

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## 1 Introduction

Orbit Chat™ is a system comprising of an Android application and the Orbit Reader 20 braille display that enables deafblind users to communicate with other people at public places or at home.

This manual will guide you through the use of the Orbit Chat system. It first describes the basic usage, then the user-interface, the features in detail and finally, tips on troubleshooting.

Notes:

1. This document also includes pictures of the Android application user interface. These are for illustrative purposes only. The actual user interface may vary.
2. This application works on Android version 4.4 or higher.

## 2 Basic use of the Orbit Chat system

Unbox the Orbit Chat bundle. The package contains the following:

- The Orbit Reader 20 unit with SD card installed
- An Amazon Fire tablet, pre-configured with the Orbit Chat app
- A USB charger
- A charging cable

When you receive the bundle, the Orbit Reader 20 will be in the powered-off state and the Fire tablet will be in standby mode.

### 2.1 *Wake up the Fire tablet*

Wake up the Fire tablet by applying a single tap on its power button. If for some reason the Fire tablet is in the OFF state, turn it on by holding down the power button for 40 seconds until your Amazon Fire tablet powers on. Once it powers on, release the power button. If it doesn't power on after 40 seconds, release the power button and press it again to turn on your Fire tablet. It may also be necessary to charge the tablet.

### 2.2 *Turn on Orbit Reader 20*

Once you turn on the Orbit Reader 20, it will automatically connect with the Orbit Chat App provided the Fire Tablet is in On or Standby state.

Upon successful connection with Orbit Chat, the Orbit Reader 20 will enter into chat mode automatically and starts blinking the cursor blinking at the first cell of the Orbit Reader 20's braille display.

The Fire Tablet will wake up automatically if it is in Standby mode. Swipe up the Fire tablet screen to unlock the tablet. Once the Fire tablet is unlocked, the Welcome message will be visible on the tablet screen. Press "OK" to continue.

Now, you can start sending messages from Orbit Chat to the Orbit Reader 20 and vice-versa.

Any message that you send from the Orbit Chat app is shown on the braille display of the connected Orbit Reader 20. You can also reply or send a new message from your Orbit Reader 20 to the Orbit Chat app. It will be displayed on the screen of your Fire tablet.

### 3 The User Interface for the Orbit Chat app

When the Orbit Chat app is first run, a Welcome screen pops up, informing a sighted or blind user about the purpose of the app. The screenshot below shows the Welcome screen.

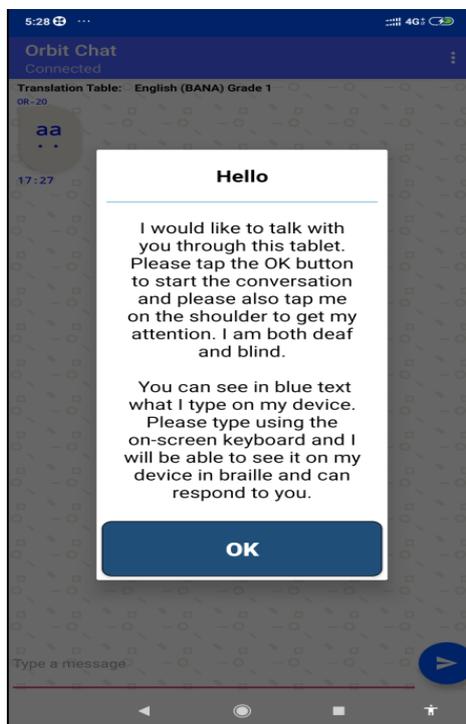
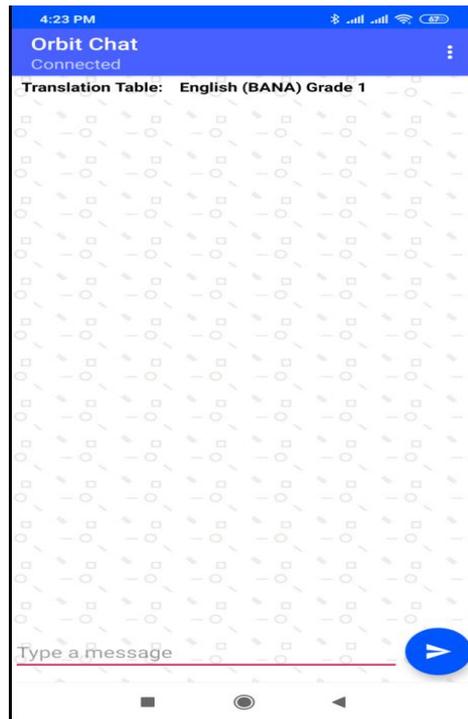


Figure 1

Once the Welcome screen is dismissed by tapping the “OK” button, the start-up screen is displayed and looks like the screenshot below.



**Figure 2**

At the very top is a title bar. It displays the application name along with the connection status.

On the top right corner of the title bar, is an “Option” menu (indicated by the three vertical dots). Tapping on this displays the following options:

1. **Change Nickname** – Tap on this to configure a nickname for the person using the tablet. The nickname appears at the beginning of each message received and displayed on the Orbit Reader 20 unit.
2. **Connect** – This initiates the connection process with the Orbit Reader 20 unit.
3. **Disconnect** - This disconnects the currently connected Orbit Reader 20 unit.
4. **Send a file** – This allows browsing for and sending a file to the connected Orbit Reader 20 unit
5. **Show Braille-dots** – By default, received messages are shown on the app as English text and 8-dot Braille symbols. You can disable the Braille output on the app using this setting.
6. **Speech** – The Orbit Chat app can speak out the received message. You can enable or disable the speech output using this setting. This is a self-voicing function, separate from screen-reader functionality.
7. **Select Translation Table** – To select the braille to text translation table for the language in use.

8. **Activate License** – To activate the license for a particular Orbit Reader 20.
9. **Check License info** – To check information about activated licenses on this app installation.
10. **Enable Logging** – If you are facing some issues, our technical support team may advise you to enable this option so that a debug log is generated. This is for the use of our team to review the details of the issue you might be encountering. Unless suggested otherwise, you should keep this disabled.
11. **Accessibility Settings** – To open the Accessibility Setting page of the Tablet.
12. **Version** – To check the app's version number.

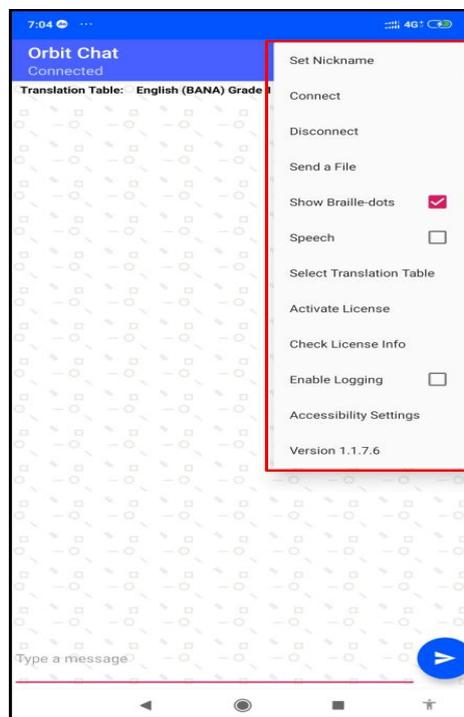


Figure 3

The Orbit Reader 20 unit can be localized to any language in addition to the default language.

At the top of the home screen of the Orbit Chat app is a field showing the configured Translation Table language. You should make sure that the language typed on the Orbit Reader 20 and the selected Translation Table language are matched. The messages may appear garbled otherwise. When no unit is connected, this field is hidden.

Below the Translation Table language, is a display window that shows messages in chat style. The messages sent by you from the tablet will appear on the right side of

the window and the received messages will appear on the left side of the window. When no unit is connected, nothing will be displayed.



Figure 4

At the bottom is a text field where you can type the messages and a “send” button to send the message to the connected Orbit Reader 20 unit.

## 4 Using the Chat Features

The Orbit Chat provides several features. These become available once the app is connected to an Orbit Reader 20 and are described in the following sections.

### 4.1 Configure Nickname of the User

The nickname is a name that appears along with your messages on the connected Orbit Reader 20 unit’s braille display. This helps the person operating the Orbit Reader 20 unit to know the sender’s name.

To set the Nickname, first, disconnect the Orbit Reader 20 from the Orbit Chat application if the Orbit Reader 20 is already connected. To disconnect, tap on the “Disconnect” button from the Options menu. Now go to the Options menu → Set Nickname. Orbit Chat opens a dialog box for configuring the nickname as shown in the picture below.



Figure 5

Enter a nickname in the text area and tap on the “Set Nickname” button to set your Nickname. If you do not want to set a nickname then left the nickname as blank in the nickname text area and tap on the “Set Nickname” button.

The length of the nickname cannot be more than 4 letters.

#### 4.2 Initiating Communication

When a deafblind person wishes to initiate communicate, they will unlock the Fire Tablet and give it to the person with whom they wish to communicate. When the other person looks at the phone screen, they will be greeted with a welcome note as shown in the screenshot below which says, *“Hello, I would like to talk with you through this tablet. Please tap the OK button to start the conversation and please also tap me on the shoulder to get my attention. I am both deaf and blind. You can see in black text what I type on my device. Please type using the on-screen keyboard and I will be able to see it on my device in braille and can respond to you.*

”

Once the person taps “OK” on the tablet, they will see the home screen and chat can be initiated.

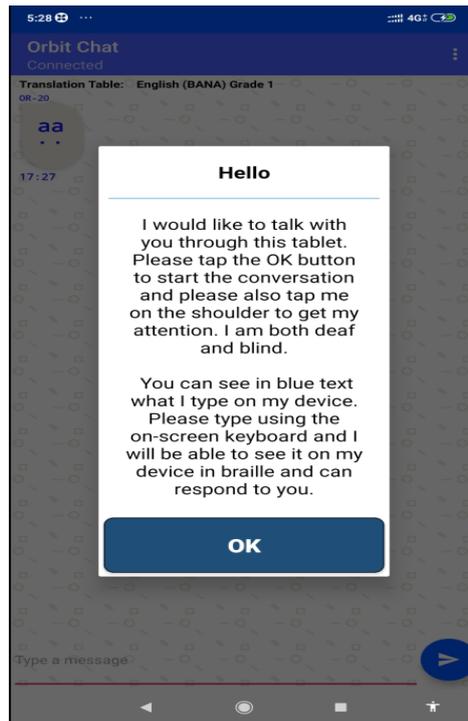


Figure 6

If for some reason, Orbit Chat is not connected to the Orbit Reader 20 unit, the following message appears. In this case, a connection has to be established manually as described in the section [“Connect with Orbit Reader 20 unit from Orbit Chat”](#).

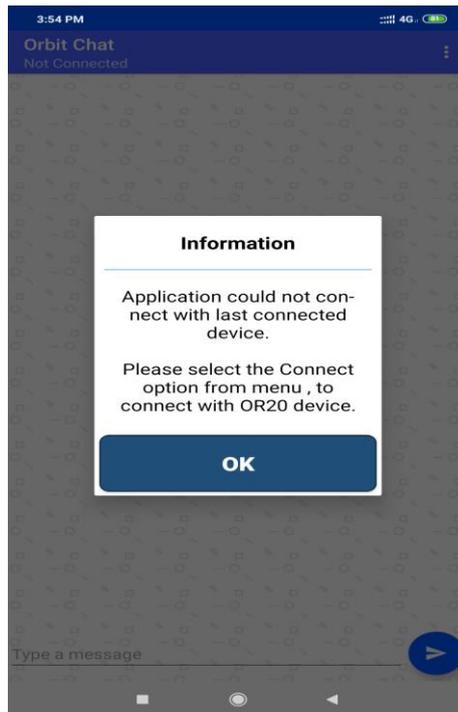


Figure 7

### 4.3 Send/Receive messages from Orbit Chat to Orbit Reader 20

A chat session can be initiated either from the Orbit Chat app or from the Orbit Reader 20. To initiate a chat session from the Orbit Chat app, type your message in the message box at the bottom of the screen and tap the “Send” button. The messages sent by you appear on the right side of the chat window. When you receive a reply from the Orbit Reader 20 unit, it appears on the left side of the chat window. A maximum of 1000 characters are allowed in a single message.

#### Note:

1. The Orbit Chat user cannot type a message while the Orbit Reader 20 user is typing a message. In this case, the application will not allow typing and will display the message “Orbit Reader 20 typing”. In case, Orbit Reader 20 user does not type for the 10 seconds then time out will occur and the application will allow typing and display the message “Type a message”.
2. When Orbit Reader is in standby, the Orbit Chat app will displays the message “OR-20 in Standby mode..” and will not allow the user to type any message. Tap on power on key to exit the standby status of Orbit Reader 20.
3. You will not able to send any message from Orbit Chat to the Orbit Reader 20 in Broadcast mode. The details of Broadcast mode are covered in a later section of this document.



Figure 8

#### 4.4 Send/Receive messages from Orbit Reader 20 to Orbit Chat

To initiate a chat session from the Orbit Reader 20, enable Chat mode by pressing “Space + Dots 4-6”. This opens up an editor field with a blinking cursor (dots 7 and 8).

You can type your message and press dot 8 to send the message to the Orbit Chat app. A maximum of 1000 characters are allowed in a single message.

When you receive a message on from the Orbit Chat app, it is displayed on your Orbit Reader 20’s braille display. Press the Dot 8 key to reply to the received message or press the Dot 7 key to discard it. Pressing the Dot 7 key takes you back to what you were doing before the notification appeared on your display.

To exit chat mode press “Space + Dots 4-6 again. This takes you back to the previous operating mode on the Orbit Reader 20 unit.

#### Notes:

1. The Orbit Reader 20 user cannot type a message while the Orbit Chat user is typing a message. In this case, the Orbit Reader 20 will not allow typing and will display the message “[Nickname]: Typing.”. In case Orbit Chat user does

not type for the 10 seconds then time out will occur and Orbit Reader 20 will allow typing and display the typed message with a blinking cursor.”

2. When Fire tablet is in standby, Orbit Reader 20 will display the message “Device locked” and when it exits from the standby, Orbit Reader 20 will display the message “Device unlocked”. Press Dot 7 key to discard the message.
3. When the tablet is in Standby Mode (screen lock), if the Orbit Reader 20 user sends a message, the tablet will wake up automatically but needs to be unlocked by swiping up on the tablet’s screen.

#### **4.5 Closing the connection**

The connection to the Orbit Reader 20 is closed automatically when you turn off or reset the Orbit Reader 20.

Note that the Orbit Chat app and the Orbit Reader 20 unit remain connected when you put the phone/tablet on standby (screen lock) or the Orbit Reader 20 in sleep mode.

To manually disconnect the app from the Orbit Reader 20 using Orbit Reader 20 keypad, press SPACE + D (Dots 1 4 5 7). To manually disconnect from the Orbit Chat app, go to the Options menu and tap on “Disconnect”.

#### **4.6 Resuming the connection automatically**

The Orbit Reader 20 reconnects to the last connected phone/tablet when it is turned on, the phone/tablet’s Bluetooth feature is on and the Orbit Chat app is running.

If you have locked the phone/tablet’s screen while app was running, any activity on the Orbit Reader 20 wakes the phone/tablet and re-connects.

To connect manually, follow the steps described in the section [“Connect with Orbit Reader 20 unit from Orbit Chat”](#)

#### **4.7 Connect with Orbit Reader 20 unit from Orbit Chat**

If the connection between the Orbit Chat and the Orbit Reader 20 unit is lost for some reason, such as being out of Bluetooth range, you will need to re-connect them manually.

To do so, first disable the VoiceView screenreader if it is running on the tablet. For the Fire tablet received as part of the Orbit Chat bundle, VoiceView would be running by default.

To connect to an Orbit Reader 20 unit, go to the Options menu → Connect. The Orbit Chat opens a new page showing a list of already paired devices available for the connection as shown in the screenshot below. If your Orbit Reader 20 unit’s Bluetooth name appears on the listed devices, tap it to initiate the connection.



Figure 9

If your Orbit Reader 20 unit is not already paired, it will not appear on the list. You can tap on the “Scan for devices” button to initiate the first-time pairing. The list will show all the unpaired Orbit Reader 20 units within range.

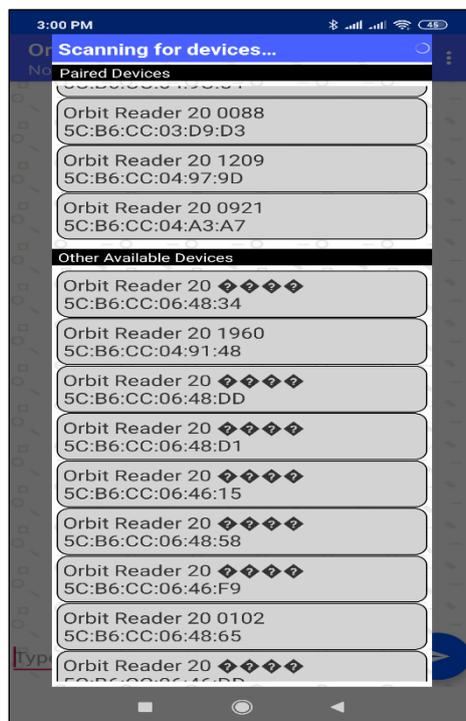


Figure 10

Click on the Bluetooth name of your Orbit Reader 20 unit to initiate a connection. If that unit was not paired already, the Orbit Chat app will pop-up a message asking to pair with the new Orbit Reader 20 unit. Tap on the “Pair” button on the pop-up message to establish the connection.

Upon successful connection between the Orbit Reader 20 and the app, the Orbit Reader 20 shall enter into chat mode automatically and will notify the user by blinking the cursor on the braille display.

To disconnect the Orbit Reader 20 unit, tap on the “Disconnect” button from the Options menu. This will disconnect the unit and set the connection status to “Not Connected” in the title bar.

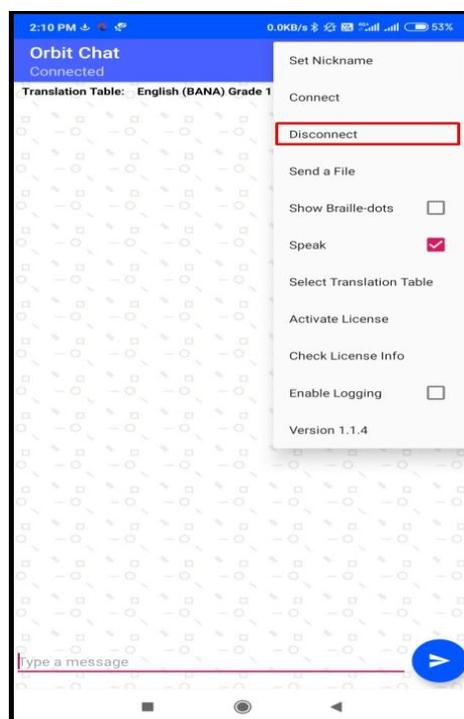


Figure 11

## 5 Using the File Transfer Feature

You can send or receive a file from the phone/tablet to the connected Orbit Reader 20 unit and vice-versa using the Orbit Chat app. The system supports the transfer of TXT, BRF, BRA and BRL file types.

Note: File transfer from Orbit Chat to Orbit Reader 20 and vice-versa is not permitted when the Orbit Reader 20’s Bluetooth broadcast mode is enabled.

### 5.1 Transfer a file from Orbit Chat to Orbit Reader 20

To send a file from Orbit Chat to the connected Orbit Reader 20 unit, go to the Options menu → Send a file.

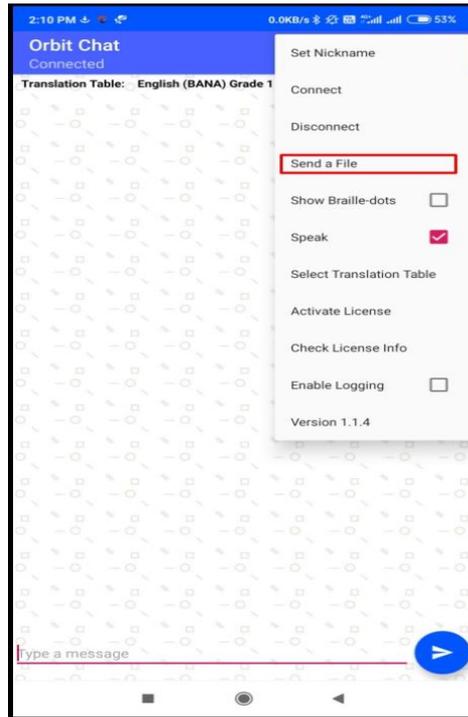


Figure 12

The Orbit Chat app will open the operating system's default file browser as shown in the screenshots below.

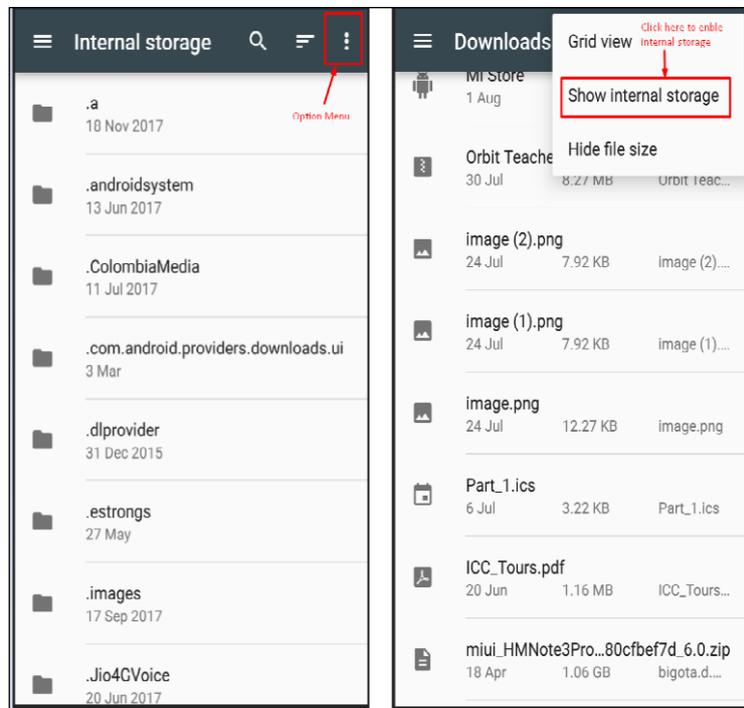


Figure 13

The file browser may not show the internal storage to a first-time user. To view internal storage in the file browser, go to the options menu (top right of the file browser) → “Show internal storage”.

After selecting a file, the Orbit Chat app opens a dialog box for confirmation. Tap “Yes” to send a file to the connected Orbit Reader 20 unit. The Orbit Reader 20 unit will display a confirmation message. Press the Dot 8 key on the Orbit Reader 20 for receiving files from the Orbit Chat app or press the Dot 7 key to reject the request.

The progress of the file transfer is shown by a progress bar and completion is indicated by a message saying “File transfer complete”.

### **5.2 Transfer a file from Orbit Reader 20 to Orbit Chat**

On the Orbit Reader 20, browse to a file from the file manager and press the “Space + Dots 1-3-6-7” key combination to send it to the connected phone/tablet. The Orbit Chat app will open a dialog for confirmation. Tap the “Yes” button for receiving the file from the Orbit Reader 20 unit or tap on the “No” button to reject the request.

The completion of the file transfer is indicated by a message saying “Complete”.

## **6 Using the Broadcast feature**

### **6.1 Broadcast mode**

The Broadcast mode allows an Orbit Reader 20 to be connected over Bluetooth with up to seven Android devices running the Orbit Chat app and send messages to all of the connected devices. This allows you to send a message to multiple Android devices simultaneously in a meeting for instance. This feature can be enabled from the Orbit Reader 20.

### **6.2 Turning on/off Broadcast mode on the Orbit Reader 20**

The Broadcast feature can be turned on or off by using hotkeys "Space + B" or "Space + Dots 1 2 7". The message “Broadcast On” or “Broadcast Off” is displayed to indicate the action.

### **6.3 Limitations of Broadcast mode**

The following are some limitations of the Broadcast mode.

1. All active Bluetooth connections are disconnected automatically when you switch between "Broadcast on" and "Broadcast off". You will have to initiate connections again from the application.
2. File transfer is not allowed in Broadcast mode.
3. Messages can be sent only from the Orbit Reader 20 to connected devices and not vice-versa.

## 7 Chat History

The Orbit Chat application and the Orbit Reader 20 unit automatically save the chat history.

### 7.1 Chat history on Orbit Reader 20

The Orbit Reader 20 device saves the “ChatHistory.txt” file in the root directory of the SD Card.

### 7.2 Chat history on the Orbit Chat app

The Orbit Chat application saves “ChatHistory\_Orbit Reader 20 **XXXX**.txt” file in the Orbit Chat folder located in the internal storage of the Android device.

Here, XXXX in the file name stands for the serial number of the Orbit Reader 20 unit.

## 8 Languages and translations

From the Orbit Reader 20 or the Orbit Chat app, the user can type using any language listed in the menu “Select a translation table”. For proper translation, the appropriate language must be set or the messages might appear garbled.

Go to the Options Menu → Select Translation Table. A message box opens up with a list of languages supported by the current version of the application. Find the language you wish to use from the list and tap to select.

## 9 The License

The Orbit Chat app will not connect to Orbit Reader 20 without a valid license. It will show a message “The license is not activated”.

For the bundle package, by default the license is activated for the Orbit Reader 20 unit included in the bundle. You can skip this section unless you want to add a license for another Orbit Reader 20 unit.

The license activation process is divided into the following steps:

1. Obtain your license file
2. Activate the license from the menu

### 9.1 Obtaining the license file

Please contact us with the serial number for the Orbit Reader unit(s) which you plan to use with Orbit Chat at [techsupport@orbitresearch.com](mailto:techsupport@orbitresearch.com) along with the following information:

1. Your Name
2. Address
3. Email Address
4. Phone number

## 5. Organization (if you represent an organization)

We will send you the license number via email within 3 business days.

### **9.2 Activate the license from the application's menu**

Open the Options menu → Activate License. It will open a field where you can enter the license key you have received. Please copy and paste the license key from your email or enter it manually and tap “Add License”.

Upon successful activation, the app will show the message “License is valid from [start date] to [expiry date]. Otherwise, it will show the message “License activation error”.

### **9.3 Checking the license information**

Open Options menu → Check License info. It will open a message box with a list of the Orbit Reader 20 serial numbers for which licenses have been activated.

## **10 Upgrade Orbit Chat application**

This section describes details of upgrading the Orbit Chat application on the Fire tablet. If your Fire tablet already has the latest version, you can skip this section for now and refer to it later when an upgrade is required.

### **10.1 Disable Launcher mode**

In the bundle package, an app Launcher is enabled by default and it will only allow access to the Orbit Chat and Settings applications on the tablet. This is to avoid situations where the tablet is inadvertently switched to an app or mode from which it may be difficult to return to the Orbit Chat app. So in order to upgrade the application, you will need to disable the launcher by following the steps below.

- Swipe down from the top of the screen with three fingers to open Quick Settings.
- Tap Settings, and then double-tap the screen to open the Settings menu.
- Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
- Tap on “To detect home button press”, and then tap on “To detect home button press” again. It will display the message “Stop To detect home button press” with OK and Cancel buttons. Tap the OK button to disable it.

### **10.2 Download application**

Download the Orbit Chat application from the link that is shared with you. You can either download directly on to your Fire tablet or you can download it to a computer and then save it to your Fire tablet.

### 10.3 Copy the application to the tablet from a PC

If you have downloaded the application to your Fire tablet directly, you may skip this section.

#### 10.3.1 Transfer APK file from a Windows PC to Fire Tablet

- Save the **Orbit Chat vX.X.X.X** package from email to a Windows PC. You may have received this via email.
- Connect the Fire tablet to the Windows PC via a USB cable.
- As you connect the Fire tablet with the PC, enable “**Connect as Media device (MTP)**” that will appear in the notification bar.
- Copy the Android application “**Orbit Chat\_X.X.X.X.apk**” from the folder named “**Orbit Chat - Android Application vX.X.X.X**” within the **Orbit Chat vX.X.X.X** package saved on your Windows PC and paste it in the internal storage of the Fire tablet.

#### 10.3.2 Transfer APK file from a Mac to Fire Tablet

- Save the **Orbit Chat vX.X.X.X** package from email to your Mac. You may have received this via email.
- Download and install “[Android File Transfer](#)” on your computer.
- Unlock your Fire tablet and connect it to the Mac via a USB cable.
- As you connect the Fire tablet with the Mac, enable “**Connect as Media device (MTP)**” that will appear in the notification bar.
- Once you connect the Fire tablet with the Mac “**Android File Transfer**” will be opened automatically.
- Drag the Android application “**Orbit Chat\_X.X.X.X.apk**” from the folder named “**Orbit Chat - Android Application vX.X.X.X**” within the **Orbit Chat vX.X.X.X** package saved on your Mac and drop it in the internal storage of the Fire tablet.

### 10.4 Install

Open the File Manager application on your Android device and navigate to the location where you have pasted Orbit Chat\_ vX.X.X.X.apk.

Note: If there is no File Manager installed on your Fire Tablet, install ES File Explorer File Manager from the **Amazon App store**.

- By default, Android prevents users from downloading and installing applications from locations other than the **Amazon App store**. To allow installation from non-marketplace sources, a user must enable the Unknown Sources setting on the device before attempting to install the application.
- Click on the “**Settings**” app in the app drawer (find it by swiping up on the home screen)

- Tap “**Security & Privacy**” which should be about halfway down the page.
- Toggle on “**Apps from Unknown Sources**”
- Select the “**Orbit Chat\_ vX.X.X.X.apk**” file by tapping on the radio button. Tap on the install option from the “More” option menu available at the bottom right corner to install the app as shown in the screenshot below.

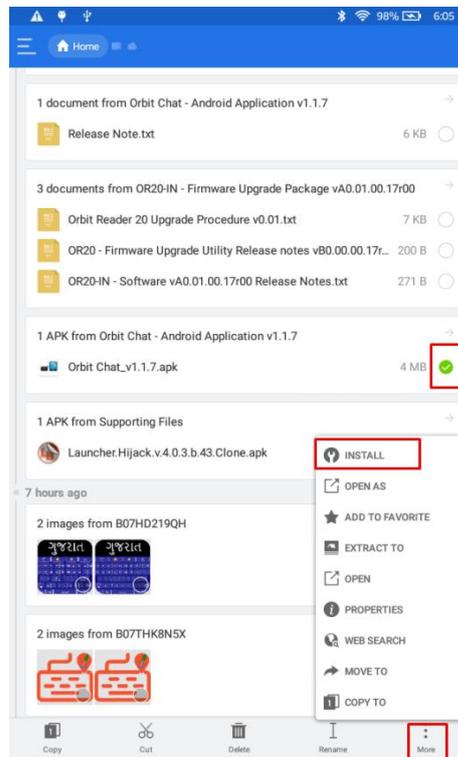


Figure 14

### 10.5 Permissions

While installing/upgrading the Orbit Chat app, the Android system will ask you to grant several permissions to the application. Orbit Chat needs the following permissions to run:

1. **Access Bluetooth Settings:** This permission is required to allow Orbit Chat to turn on Bluetooth if it is turned off.
2. **Approximate Location:** This Permission is required because Android relies on the location services to retrieve the identity of nearby Bluetooth devices.
3. **Storage:** The application needs permission to create a log file. The application will not modify or delete any other storage contents.

*Note: If you deny any of these permissions, the application will not work properly.*

## **10.6 Enable Launcher mode**

After the application upgrades successfully, enable the Launcher by following the steps below

To enable the launcher, do the following steps:

- Swipe down from the top of the screen with three fingers to open Quick Settings.
- Tap Settings, and then double-tap the screen to open the Settings menu.
- Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
- Tap on “To detect home button press”, and then tap on “To detect home button press” again. It will display the message “Use to detect home button press” with OK and Cancel buttons. Tap the OK button to enable it.
- After enabling, Orbit Chat will be launched automatically.

## **11 Enable/Disable VoiceView**

### **11.1 Enable VoiceView**

- Swipe down from the top of the screen with three fingers to open Quick Settings.
- Tap Settings, and then double-tap the screen to open the Settings menu.
- Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
- Tap on the “Accessibility Shortcut” option.
- Tap on Toggle VoiceView option.
- Go to the previous screen by using the back button.
- Tap VoiceView Screen Reader, and then double tap on VoiceView.

### **11.2 Disable VoiceView**

- Swipe down from the top of the screen with three fingers to open Quick Settings.
- Tap Settings, and then double-tap the screen to open the Settings menu.
- Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
- Tap VoiceView Screen Reader, and then double-tap on VoiceView.

### **11.3 Enable/Disable Voice View using shortcut**

- Triple-press the power button to turn VoiceView on or off.

For more details about VoiceView, please read the guide from Amazon available at: <https://www.amazon.in/gp/help/customer/display.html?nodeId=201829330>

## 12 Known Issues and Limitations

1. If the connected Orbit Reader 20 unit is reset, the notification of disconnection on the Orbit Chat app is delayed and will appear after 10 to 20 seconds.
2. Sometimes the Orbit Reader 20 may not connect automatically to Orbit Chat upon powering on the Orbit Reader 20 device. This happens because VoiceView gets connected to Orbit Reader 20 first. In this situation, the following steps will resolve the issue.
  - a. Turn off VoiceView:
    - Swipe down from the top of the screen with three fingers to open Quick Settings.
    - Tap Settings, and then double-tap the screen to open the Settings menu.
    - Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
    - Tap VoiceView Screen Reader, and then double-tap on Voice view.
  - b. Reset the Orbit Reader 20 by pressing the lower right panning key and the Dot 8 key and then turn the unit ON.
  - c. Connect the Orbit Reader 20 unit to Orbit Chat by tapping on the "Connect" item from the Options menu.
3. The file browser in Orbit Chat does not support browsing directly from Google Drive. You need to first copy the file to be transferred to internal storage and then transfer it to the Orbit Reader 20.
4. File transfer is not supported from the Download folder. You need to first copy the file to be transferred to the internal storage and then transfer it to the Orbit Reader 20.
5. If you disconnect from Orbit Chat while the chat mode is active on the Orbit Reader 20 unit, it may sometimes show the error message "SD error 35". Discard the message by pressing the Dot 7 key on the Orbit Reader 20.
6. Orbit Chat can be connected to only one Orbit Reader 20 at a time.
7. If Orbit Chat is running in the background, no notification is generated for received messages.
8. All active Bluetooth connections are disconnected automatically when you switch between "Broadcast on" and "Broadcast off". You will have to initiate the connections again from the app.
9. File transfer is not allowed in Broadcast mode. Turn off broadcast mode to transfer files.
10. Slight latency can be observed while deleting the last character of a typed message in the Orbit Chat application.
11. The speech feature doesn't work for languages other than English.
12. When taking the device out of range, display is not updated and cannot reconnect when the device is back in range. To resume the connection automatically, turn off the Orbit Reader 20 device and turn it back on again.

13. With VoiceView enabled, while the Orbit Reader 20 user is typing, focus in the Orbit Chat app will shift to the top of the message instead of the message typing box.

## 13 Troubleshooting

### **13.1 Unable to pair Orbit Reader 20 unit with Fire Tablet**

Reboot the Fire tablet, reset the Orbit Reader 20 unit and try again.

### **13.2 Not able to connect the Orbit Reader 20 unit with Fire Tablet**

1. Make sure you are pressing the Dot 8 key to accept the connection request within 30 seconds.
2. If VoiceView is running on the Fire tablet, disable VoiceView and try again
3. Reset the Orbit Reader 20 unit and try again.
4. Make sure Orbit Reader 20 is not connected to any other PC or phone.
5. Unpair the Orbit Reader 20 unit from all the paired PCs and Phones and try again.

### **13.3 Not able to send a message from Orbit Reader 20**

1. Make sure you have enabled chat mode on the Orbit Reader 20 unit and you are not in the file editor. You cannot send a message to Orbit Chat from the file editor. You can enable chat mode by pressing the “Dots 4-6 + space” key combination.
2. Type a message on the Orbit Reader 20 unit and press the Dot 8 key to send a message to the Orbit Chat app.

### **13.4 The received messages appear as non-English text in Orbit Chat**

1. Make sure that the language typed on the Orbit Reader 20 and the selected Translation Table language are matched.

### **13.5 Not able to send a message from Orbit Chat**

1. Make sure you have not included any emoji in the message.
2. Make sure the Orbit Reader 20 unit is connected with Orbit Chat.

### **13.6 VoiceView is getting connected with Orbit Reader 20 instead of connect with Orbit Chat.**

1. Turn off the Voice view by following the steps below
  - Swipe down from the top of the screen with three fingers to open Quick Settings.
  - Tap Settings, and then double-tap the screen to open the Settings menu.
  - Tap Accessibility, and then double-tap the screen to open the Accessibility menu.
  - Tap VoiceView Screen Reader, and then double-tap on VoiceView.

2. Reset the Orbit Reader 20 by pressing the lower right panning key and the Dot 8 key and then turn the unit ON.
3. Connect the Orbit Reader 20 unit to Orbit Chat by tapping on the “Connect” item from the Options menu.